

**City of Sunnyvale**  
**Program Performance Budget**

**Program 245 - Neighborhood Preservation**

**Program Outcome Statement**

Promote attractive and well maintained residential and non-residential properties and neighborhoods, discourage neighborhood decline, and encourage a safe and desirable living and working environment, by:

- Resolving property-maintenance nuisances throughout the community,
- Achieving compliance with building and zoning requirements through education, assistance, and, when necessary, progressive enforcement,
- Assisting code violators with compliance strategies and practices,
- Conducting code enforcement in accordance with City Council priorities,
- Supporting community goals for property maintenance and improvement,
- Supporting neighborhood enhancement and clean-up programs and events, and
- Educating citizens about City, County, and non-profit resources available to meet their property maintenance and improvement needs.

So that:

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<u>Program Outcome Measures</u>	<u>Weight</u>	<u>2002/2003 Budget</u>	<u>2002/2003 Achieved</u>	<u>2003/2004 Current</u>	<u>2004/2005 Budget</u>	<u>2005/2006 Budget</u>
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. [DELETED]						
- Ratio	2	1.00	1.03	1.00	0.00	0.00
♦ 88% of active neighborhood associations rate the neighborhood partnership's services as "good" or better. [DELETED]						
- Percent	4	85.00%	0.00%	88.00%	0.00%	0.00%
♦ 90% chronic code violation cases (where repeated attempts to achieve compliance with the property owner were not successful) are resolved within 10 months. [DELETED]						
- Percent	3	90.00%	98.00%	90.00%	0.00%	0.00%
♦ 80% of the City's "Citizen Opinion Survey" respondents state that code enforcement issues are not a serious problem in their neighborhoods for 80% of the neighborhood service areas. [DELETED]						
- Percent	4	80.00%	0.00%	80.00%	0.00%	0.00%
♦ Windshield survey results indicate that 92% of residential properties meet community standards for property maintenance.						
- Percent	2	90.00%	92.00%	90.00%	92.00%	92.00%
♦ 85% of all code enforcement cases are in compliance within 30 days.						
- Percent	4	85.00%	87.00%	85.00%	85.00%	85.00%
- Number of Cases Closed	4	0.00	0.00	0.00	2,285.00	2,285.00
♦ 80% of all remaining code enforcement cases are resolved within ten months.						
- Percent	4	0.00%	0.00%	0.00%	80.00%	80.00%
- Number of Cases Closed	4	0.00	0.00	0.00	322.00	322.00
♦ 80% of survey respondents state that code enforcement issues are not a serious problem in their neighborhood.						
- Percent	4	0.00%	0.00%	0.00%	80.00%	80.00%

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<u>Program Outcome Measures</u>	<u>Weight</u>	<u>2002/2003 Budget</u>	<u>2002/2003 Achieved</u>	<u>2003/2004 Current</u>	<u>2004/2005 Budget</u>	<u>2005/2006 Budget</u>
♦ Residents' satisfaction with code enforcement in their neighborhoods will be at least 70% for all six of the City's neighborhood planning areas in FY 04/05 and 71.5% in FY 05/06. - Percent	4	0.00%	0.00%	0.00%	70.00%	71.50%
♦ 95% of the properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance. - Percent	3	0.00%	0.00%	0.00%	95.00%	95.00%
♦ 20% of the properties within a completed Neighborhood Enhancement Program are improved, over and above compliance with the Sunnyvale Municipal Code. (For example: houses painted, front yard landscaping installed, chain-link fences removed, etc.) - Percent	3	0.00%	0.00%	0.00%	20.00%	20.00%
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. - Ratio	3	0.00	0.00	0.00	1.00	1.00

**Program Notes**

1. The majority of responsibilities for the Community Partnerships SDP were transferred to the Office of the City Manager, Neighborhood and Community Services division in FY 2002/03. The program measures associated with these responsibilities were deleted accordingly.
2. Two new program measures have been added in FY 2004/05 to reflect the objectives of the new Neighborhood Enhancement Program (NEP), formerly named the Neighborhood Preservation Pilot Program. The NEP focuses on concentrated code enforcement to resolve code violations, in addition to improving the exterior of properties by, for example, painting, installing landscaping, etc.

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**Program 245 - Neighborhood Preservation**

**Service Delivery Plan 24501 - Community Partnerships**

**SDP Outcome Statement**

Support cooperative partnerships with neighborhood associations, community groups, and businesses to promote attractive and viable neighborhoods, by:

- Developing and supporting neighborhood associations to maintain and improve their neighborhoods,
- Educating citizens about community standards and available City, County, and non-profit resources available to meet their needs, and
- Promoting resident and business support and proactive involvement to pre-empt neighborhood decline, so that:

<b><u>SDP Outcome Measures</u></b>	<b><u>2002/2003 Budget</u></b>	<b><u>2002/2003 Achieved</u></b>	<b><u>2003/2004 Current</u></b>	<b><u>2004/2005 Budget</u></b>	<b><u>2005/2006 Budget</u></b>
♦ 88% of active neighborhood associations rate the neighborhood partnership's services as "good" or better. [DELETED] - Percent	85.00%	0.00%	88.00%	0.00%	0.00%
♦ 80% of the City's "Citizen Opinion Survey" respondents state that code enforcement issues are not a serious problem in their neighborhood. [DELETED] - Percent	80.00%	0.00%	80.00%	0.00%	0.00%

**SDP Notes**

1. SDP 24501 inactive effective July 1, 2004.

**City of Sunnyvale**  
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**Program 245 - Neighborhood Preservation**

**Service Delivery Plan 24501 - Community Partnerships**

	<b>2002/2003</b>	<b>2002/2003</b>	<b>2003/2004</b>	<b>2004/2005</b>	<b>2005/2006</b>
	<b>Budget</b>	<b>Achieved</b>	<b>Current</b>	<b>Budget</b>	<b>Budget</b>

**Activity 245130 - Organize Community Events [DELETED]**

Product: An Event Held

Costs:	27,862.42	22,400.61	21,094.71	0.00	0.00
Products:	8.00	12.00	8.00	0.00	0.00
Work Hours:	529.63	393.67	388.90	0.00	0.00
Product Cost:	3,482.80	1,866.72	2,636.84	0.00	0.00

**Activity 245190, 245191, 245192 - Provide Community Partnerships Administration [DELETED]**

Product: Work Hours

Costs:	20,974.62	16,430.55	19,180.60	0.00	0.00
Products:	236.01	282.32	233.09	0.00	0.00
Work Hours:	236.01	282.32	233.09	0.00	0.00
Product Cost:	88.87	58.20	82.29	0.00	0.00

**Activity 245140 - Support Community Groups [DELETED]**

Product: Support Provided To A Community Group

Costs:	107,660.87	83,808.42	185,615.02	0.00	0.00
Products:	100.00	58.00	115.00	0.00	0.00
Work Hours:	1,991.50	1,444.90	3,163.32	0.00	0.00
Product Cost:	1,076.61	1,444.97	1,614.04	0.00	0.00

**Totals for Service Delivery Plan 24501 - Community Partnerships**

<b>Costs:</b>	<b>156,497.91</b>	<b>122,639.58</b>	<b>225,890.33</b>	<b>0.00</b>	<b>0.00</b>
<b>Work Hours:</b>	<b>2,757.14</b>	<b>2,120.89</b>	<b>3,785.31</b>	<b>0.00</b>	<b>0.00</b>

**City of Sunnyvale**  
**Program Performance Budget**

**Program 245 - Neighborhood Preservation**

**Service Delivery Plan 24503 - Code Enforcement**

**SDP Outcome Statement**

Prevent neighborhood decline and promote attractiveness within residential and non-residential areas through achieving and maintaining compliance with the Sunnyvale Municipal Code, the Uniform Building Code, and land use requirements, by:

- Using a systematic process that includes education, assistance, and, when necessary, progressive enforcement,
- Assuring that established community standards are understood, met and maintained,
- Providing citizens with special needs information and support to comply with codes, and
- Supporting the efforts and activities of the Board of Code Appeals, so that:

<b><u>SDP Outcome Measures</u></b>	<b><u>2002/2003 Budget</u></b>	<b><u>2002/2003 Achieved</u></b>	<b><u>2003/2004 Current</u></b>	<b><u>2004/2005 Budget</u></b>	<b><u>2005/2006 Budget</u></b>
♦ 85% of all code enforcement cases are in compliance within 30 days.					
- Percent	85.00%	87.00%	85.00%	85.00%	85.00%
- Number of Cases Closed	0.00	0.00	0.00	2,285.00	2,285.00
♦ 90% chronic code violation cases (where repeated attempts to achieve compliance with the property owner were not successful) are resolved within 10 months. [DELETED]					
- Percent	90.00%	98.00%	90.00%	0.00%	0.00%
♦ 80% of all remaining code enforcement cases are resolved within ten months.					
- Percent	0.00%	0.00%	0.00%	80.00%	80.00%
- Number of Cases Closed	0.00	0.00	0.00	322.00	322.00
♦ 80% of the City's "Citizen Opinion Survey" respondents state that code enforcement issues are not a serious problem in their neighborhood. [DELETED]					
- Percent	80.00%	0.00%	80.00%	0.00%	0.00%
♦ Windshield survey results indicate that 92% of residential properties meet community standards for property maintenance.					
- Percent	85.00%	92.00%	90.00%	92.00%	92.00%
♦ 80% of survey respondents state that code enforcement issues are not a serious problem in their neighborhood.					
- Percent	0.00%	0.00%	0.00%	80.00%	80.00%

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**Program 245 - Neighborhood Preservation**

<b><u>SDP Outcome Measures</u></b>	<b><u>2002/2003 Budget</u></b>	<b><u>2002/2003 Achieved</u></b>	<b><u>2003/2004 Current</u></b>	<b><u>2004/2005 Budget</u></b>	<b><u>2005/2006 Budget</u></b>
♦ Residents' satisfaction with code enforcement in their neighborhoods will be at least 70% for all six of the City's neighborhood planning areas in FY 04/05 and 71.5% in FY 05/06. - Percent	0.00%	0.00%	0.00%	70.00%	71.50%
♦ 95% of the properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance. - Percent	0.00%	0.00%	0.00%	95.00%	95.00%
♦ 20% of the properties within a completed Neighborhood Enhancement Program are improved, over and above compliance with the Sunnyvale Municipal Code. - Percent	0.00%	0.00%	0.00%	20.00%	20.00%
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. - Ratio	0.00	0.00	0.00	1.00	1.00
<b><u>SDP Notes</u></b>					

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**Program 245 - Neighborhood Preservation**

**Service Delivery Plan 24503 - Code Enforcement**

	<u>2002/2003 Budget</u>	<u>2002/2003 Achieved</u>	<u>2003/2004 Current</u>	<u>2004/2005 Budget</u>	<u>2005/2006 Budget</u>
<b>Activity 245310, 245311 - Achieve Code Compliance</b>					
Product: A Case Closed					
Costs:	274,444.02	283,141.27	283,376.37	379,374.21	398,230.34
Products:	1,800.00	2,242.00	1,800.00	2,688.00	2,688.00
Work Hours:	5,144.03	5,504.68	5,119.57	6,313.52	6,313.60
Product Cost:	152.47	126.29	157.43	141.14	148.15
 <b>Activity 245350 - Evaluate Compliance with Land Use</b>					
Product: A Permit Reviewed					
Costs:	10,736.31	3,840.99	11,153.52	5,030.66	5,281.05
Products:	100.00	39.00	100.00	50.00	50.00
Work Hours:	205.63	64.63	204.71	86.62	86.62
Product Cost:	107.36	98.49	111.54	100.61	105.62
 <b>Activity 245360 - Respond to Neighborhood Preservation Information Requests</b>					
Product: A Request Answered					
Costs:	42,323.39	54,486.61	43,899.69	57,568.08	60,435.72
Products:	936.00	1,410.00	936.00	1,410.00	1,410.00
Work Hours:	872.21	1,181.69	868.52	1,029.97	1,029.99
Product Cost:	45.22	38.64	46.90	40.83	42.86



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**Service Delivery Plan 24503 - Code Enforcement**

	<u>2002/2003 Budget</u>	<u>2002/2003 Achieved</u>	<u>2003/2004 Current</u>	<u>2004/2005 Budget</u>	<u>2005/2006 Budget</u>
<b>Activity 245390, 245391, 245392 - Provide Neighborhood Preservation Administration</b>					
Product: Work Hours					
Costs:	57,251.47	48,907.65	71,752.93	94,550.62	99,134.89
Products:	730.05	919.92	730.28	1,074.23	1,074.19
Work Hours:	730.05	919.92	730.28	1,074.23	1,074.19
Product Cost:	78.42	53.17	98.25	88.02	92.29
<b>Activity 245370, 245371 - Support Administrative Citation, Abatement Order, or Compliance Order Process</b>					
Product: An Administrative Citation, Abatement Order, or Compliance Order Issued					
Costs:	93,245.32	104,533.97	96,241.85	89,171.79	93,612.91
Products:	25.00	73.00	25.00	60.00	60.00
Work Hours:	1,698.94	1,840.29	1,690.61	1,439.43	1,439.45
Product Cost:	3,729.81	1,431.97	3,849.67	1,486.20	1,560.22
<b>Activity 245380, 245381 - Organize and Attend Community Clean-Ups and Events</b>					
Product: A Clean-Up and Event Held					
Costs:	0.00	0.00	0.00	30,936.79	32,390.99
Products:	0.00	0.00	0.00	22.00	22.00
Work Hours:	0.00	0.00	0.00	519.11	519.07
Product Cost:	0.00	0.00	0.00	1,406.22	1,472.32

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**Service Delivery Plan 24503 - Code Enforcement**

	<u>2002/2003 Budget</u>	<u>2002/2003 Achieved</u>	<u>2003/2004 Current</u>	<u>2004/2005 Budget</u>	<u>2005/2006 Budget</u>
<b>Activity 245400 - Implement the Neighborhood Enhancement Program</b>					
Product: A Property within the Neighborhood Enhancement Program Improved					
Costs:	0.00	0.00	0.00	119,300.35	125,114.20
Products:	0.00	0.00	0.00	112.00	112.00
Work Hours:	0.00	0.00	0.00	1,884.12	1,884.08
Product Cost:	0.00	0.00	0.00	1,065.18	1,117.09
 <b>Totals for Service Delivery Plan 24503 - Code Enforcement</b>					
<b>Costs:</b>	<b>478,000.51</b>	<b>494,910.49</b>	<b>506,424.36</b>	<b>775,932.50</b>	<b>814,200.10</b>
<b>Work Hours:</b>	<b>8,650.86</b>	<b>9,511.21</b>	<b>8,613.69</b>	<b>12,347.00</b>	<b>12,347.00</b>
 <b>Totals for Program 245</b>					
<b>Costs:</b>	<b>634,498.42</b>	<b>617,550.07</b>	<b>732,314.69</b>	<b>775,932.50</b>	<b>814,200.10</b>
<b>Work Hours:</b>	<b>11,408.00</b>	<b>11,632.10</b>	<b>12,399.00</b>	<b>12,347.00</b>	<b>12,347.00</b>